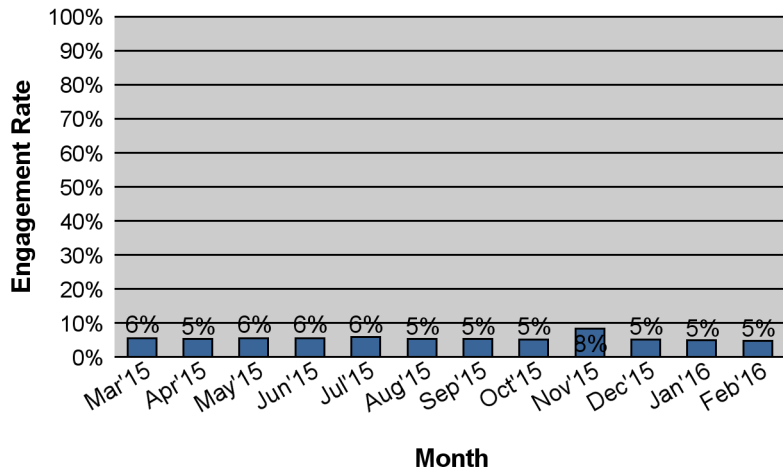


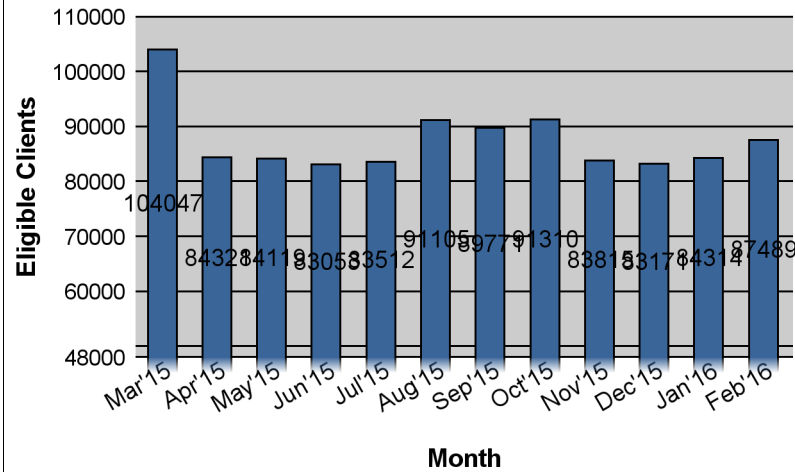
## Oregon Operational Metrics Report - DM

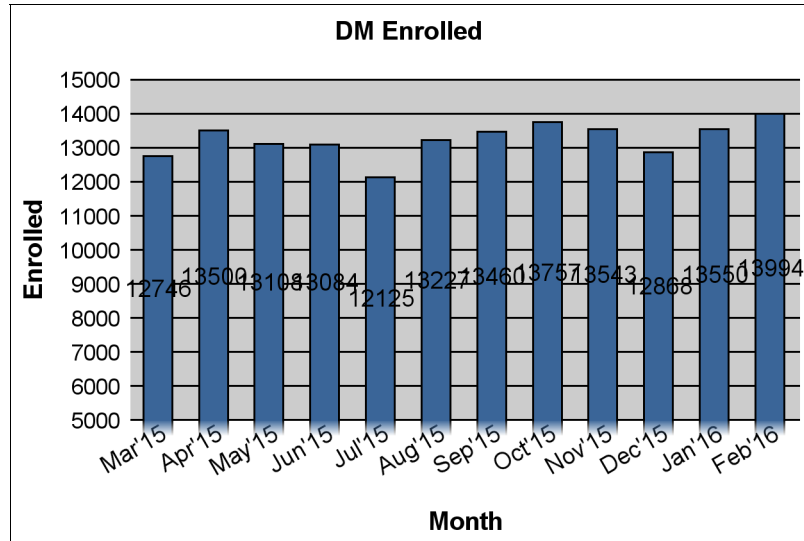
Monthly	Feb-16	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15	Aug-15	Jul-15	Jun-15	May-15	Apr-15	Mar-15
New	1,233	1,221	624	1,401	1,100	1,273	1,438	445	1,105	982	1,002	474
Open	12,762	12,330	12,245	12,384	12,658	12,188	11,791	11,681	11,980	12,127	12,499	12,273
Not Eligible	924	889	935	2,666	1,608	1,404	1,065	1,490	1,817	1,435	1,060	1,116
Total # of Engaged Clients	675	663	657	662	710	709	703	711	728	731	719	704
<b>Engagement Rate</b>	4.82%	4.89%	5.11%	8.44%	5.16%	5.27%	5.32%	5.86%	5.56%	5.58%	5.33%	5.52%
Total # of Enrolled Clients	13,994	13,550	12,868	13,543	13,757	13,460	13,227	12,125	13,084	13,108	13,500	12,746
Total Eligible Clients	87,489	84,314	83,171	83,815	91,310	89,771	91,105	83,512	83,053	84,119	84,321	104,047
New Enrolled ( Refresh)	56	30	19	29	53	50	70	23	42	230	53	80

DM Engagement Rate



DM Total Eligible Clients



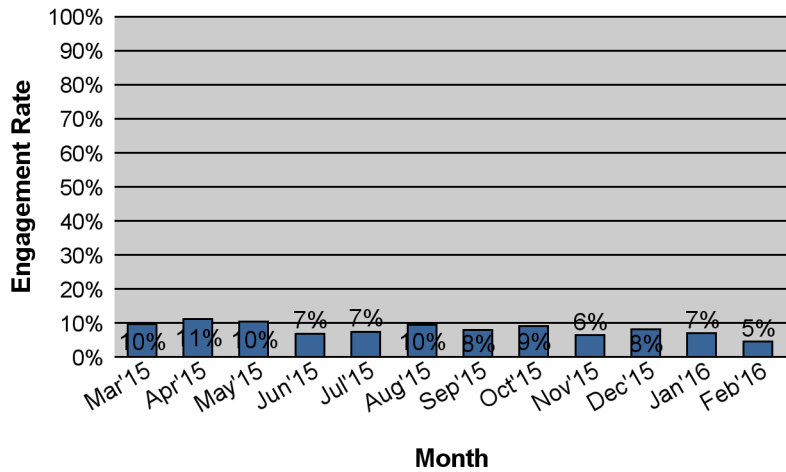


## Oregon Operational Metrics Report - CM

Monthly

	Feb-16	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15	Aug-15	Jul-15	Jun-15	May-15	Apr-15	Mar-15
New	19	14	19	40	17	17	45	30	28	31	19	23
Open	481	435	468	444	462	423	374	378	353	381	395	448
Not Eligible	62	48	60	108	109	75	92	107	93	56	76	87
Total # of Engaged Clients	23	32	40	40	44	35	40	30	26	43	46	46
<b>Engagement Rate</b>	4.60%	7.13%	8.21%	6.47%	9.19%	7.96%	9.55%	7.35%	6.82%	10.44%	11.11%	9.77%
Total # of Enrolled Clients	500	449	487	471	479	440	419	408	381	412	414	471
Total Eligible Clients	87,489	84,314	83,171	83,815	91,310	89,771	91,105	83,512	83,053	84,119	84,321	104,047
New Enrolled ( Refresh)	42	18	29	11	29	18	15	35	34	18	12	32

CM Engagement Rate



CM Total Eligible Clients

